

Zenda Telephone Company

Study Area Code: 411852

Rates, Terms and Conditions for Lifeline Service

(Response to Form 481, Line 1210)

Local exchange service rates and charges as specified below are for basic local exchange service, bundled services and facilities only. The rates for other ancillary services not specifically shown below are presented in Zenda Telephone Company's tariff(s) on file with the State Corporation Commission of Kansas. Unless otherwise specified, the rates and charges quoted below are for a period of one month, payable in advance and provide unlimited flat rate calling within the local exchange calling scope.

Residential Local Exchange Access Line Rates⁽¹⁾⁽²⁾:

Exchange Name	R-1 Rate	Res. EAS Charge
Zenda	\$ 16.75	\$ -

⁽¹⁾ Above listed fees do not include mandatory taxes, fees and surcharges, including, but not limited to Kansas Universal Service Fund charges, 9-1-1 fees, and municipal franchise fees.

⁽²⁾ Qualified Lifeline customers are eligible for Lifeline credits or discounts as outlined in the attached Lifeline tariff.

(T) 3.12 Lifeline Service Program

The Lifeline Service (Lifeline) program, sponsored by the Federal Communications Commission, is a program designed to maintain and preserve universal service by providing a reduction in the price of basic residential local exchange service to qualifying low-income customers.

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A. General

(T) (C) (R)

1. Lifeline is a federally funded reduction of local service charges. Eligible applicants will receive a reduction of \$9.25 on their local telephone bill.
 - (a) Lifeline customers will also receive additional Lifeline service reductions in intrastate local service of \$7.77.
 - (b) The maximum Lifeline benefit should not exceed mandatory customer charges attributable to the provision of local service.

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Kathy Price, General Manager
Zenda Telephone Company, Inc.
208 N. Main, P.O. Box 128
Zenda, Kansas 67159

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July 3, 2012
/S/ Patrice Petersen-Klein

B. Program Eligibility Requirements

(T) 1. Lifeline will be provided for one (1) telephone line per household at the customer's principal place of residence where there is only one active local exchange access line to their residential premises or dwelling place.¹ A room or portion of a residence occupied exclusively by an individual not sharing equally as a member of the domestic establishment may be considered a separate dwelling unit (premises). Verification of this requirement will be through self-certification.

(T) 2. To be eligible for Lifeline assistance, a customer may qualify under either of the following criteria:

(T) (a) The customer must show they are currently a recipient of benefits from one of the following public assistance programs:

- (T) 1. Bureau of Indian Affairs General Assistance
- (N) 2. Food Distribution Program
- 3. Food Distribution Program on Indian Reservations
- 4. Free School Lunch Program
- 5. General Assistance
- 6. Low Income Energy Assistance Program (LIEAP)
- 7. Medicaid
- 8. Section 8 Federal Public Housing Program
- 9. Supplemental Nutrition Assistance Program
- 10. Supplemental Security Income (SSI)
- 11. Temporary Assistance for Needy Families
- 12. Tribally Administered Free School Lunch Program
- 13. Tribally Administered Head Start (only those meeting its income qualifying standard).
- (T) 14. Tribally Administered Temporary Assistance for Needy Families

(T) The customer must obtain and provide to the Company a copy of a valid identification card or the appropriate documents that are issued to them by the agency administering the program.

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¹ A residential premises or dwelling place is that location where a customer resides, even if such residential premises or dwelling place is only a single room. Lifeline will not be provided if the customer has access to other local exchange telephone service within the residential premises or dwelling place, provided/owned by himself/herself or owned/provided by others. If, however, it can be determined by the Company that access to other existing local exchange telephone service owned/provided by others is virtually denied, or is inaccessible to the customer, then Lifeline service will be provided.

(b) A customer shall be eligible for the Lifeline Service program if that customer's household income level is at or below 150% of the federal poverty level. Such customers may obtain a form from the Company suitable for self-certification of income level, and provide the completed form to the Company to begin service under the program. Proof of income is required. Acceptable documentation may include the prior year's federal, state, or tribal tax return, or other forms of income certification. Customers should contact the Company for specific details.

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C. Certification

1. The customer will certify eligibility for Lifeline service. Re-certification is required annually or at anytime the qualifying criteria for the customer changes.
2. Recipients of Lifeline service must notify the Company when they no longer qualify for Lifeline service. Upon receipt of the notification, the Company will discontinue Lifeline service.
3. If the Company discovers that conditions exist that disqualify the recipient of Lifeline service, local service will be billed at the full rate. The customer will be billed retroactively either to the date Lifeline service commenced or the date the recipient no longer qualified for the service, not to exceed twelve (12) months.

D. Rules and Regulations

1. Local service for Lifeline customers may be disconnected for non-payment of toll charges.
2. Toll restriction service will be provided to Lifeline customers at no charge.
3. Lifeline customers may be required to accept toll restriction service as a condition to avoid disconnection of local service for non-payment of toll.
4. Lifeline customers are not required to pay a deposit in order to obtain local service if the customer voluntarily elects installation of toll restriction service.
5. Partial payments from Lifeline customers will be applied first to local service charges and then to toll charges.
6. Lifeline customers will not be denied re-establishment of service on the basis that the customer was previously disconnected for non-payment of toll charges.
7. Lifeline will not be furnished on a foreign exchange service arrangement.

E. Credit and Collections

- (T) 1. If a Lifeline applicant is known to have a poor credit history, a deposit may be required.

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(T) 2. Once service has been established for a Lifeline customer, he/she will be subject to bill payment policies contained in this Tariff applicable to all customers.

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3.2 Public Telephone Service

3.21 General

- A. A public telephone is an exchange station installed at the Company's option, equipped with a coin collecting device, at various locations within the exchange chosen or accepted by the Company as suitable and necessary for furnishing service to the general public. The location of all public telephones shall be at the sole discretion of the Company.
- B. Persons with whom arrangements are made by the Company for the installation of public telephones are considered as agents of the Company in serving the public.
- C. Public telephones are installed when the agent signs established application forms, without specific term, terminable by either the agent or the Company upon written notice.
- D. No listings in the directory or extension stations are allowed in connection with public telephone service.
- E. The Company may furnish public telephones without coin collecting equipment in selected locations for the purpose of satisfying demand for optional billing services on an originating basis only. In the normal mode, coinless public telephone service affords transients the option of selecting a preferred billing arrangement for outgoing messages: charging to a third number or to a telephone company credit card account, or placing calls collect. In certain locations, however, calls will be billed on a collect basis only.
- F. As in the case of public telephones, the Company is solely responsible for determining locations appropriate for installation of coinless public telephones. The criteria for establishment of coinless public telephone service are potential usage and revenues, and public need and convenience.

3.22 Rates

A charge of \$0.25 applies for each local call originated through public telephone station instruments. Standard long distance toll charges apply to all long distance calls. Calls utilizing an operator are subject to operator assistance charges rendered by the company providing operator services. No charges are applied to connect with the Company's repair clerk, business office or any of its duly authorized officials.

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REDACTED - FOR PUBLIC INSPECTION

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ZENDA TELEPHONE COMPANY (SAC 411852)

ATTACHMENT - LINE 3017

ATTACHMENT REDACTED IN ENTIRETY